

WAIKIKI HEALTH CENTER



*Quality medical and social services,
regardless of ability to pay*

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CITY COUNCIL
HONOLULU, HAWAII

March 6, 2013

Councilmember Carol Fukunaga
Honolulu City Council, District 6
530 South King Street, Rm 202
Honolulu, HI 96813-3065

RE: Request for Information Pertaining to Homeless Services

Dear Councilmember Fukunaga,

Thank you for reaching out to Waikiki Health Center. Homelessness is an important community issue; and we appreciate the opportunity to participate in this discussion – and solutions.

This letter is in response to your request for information dated February 27, 2013. We hope you find this helpful in preparation for the PSED-IGA committees special information briefing. Regrettably, we are unable to attend the March 15 briefing.

Waikiki Health Center's Ohua Clinic, located at 277 Ohua Ave in Waikiki, is a medical clinic for both non-homeless individuals and homeless individuals. We provide a wide range of primary and specialty healthcare, behavioral health services, medical nutrition therapy, medical case management, smoking cessation, pharmacy, Native Hawaiian traditional healing, and other support services (e.g. assistance with transportation, translation). While a significant portion of our patients are seen at the Ohua Clinic, we operate an additional seven clinic sites.

Our newest clinic, located on Makahiki Way in Moiliili, was acquired in February, 2013. We are in the process of renovating the building, and expect to offer medical and dental services by the end of this year. Ho'ola Like Clinic in Haleiwa provides medical and behavioral health services. Youth Outreach provides medical and social services tailored specifically for homeless youth. PATH Clinic offers GYN/OB, pediatrics, and primary care to women with substance abuse problems, and their families. Medical and behavioral health services are also provided at Next Step Project emergency shelter.

Our Care-A-Van drop-in center in Kaimuki is indeed a "one-stop" facility designed to meet the complex and unique needs of homeless individuals and families. Additionally, Care-A-Van staff provides mobile outreach (medical and social services) throughout the island of Oahu. Our experience suggests a combination of fixed-site services and mobile services is the most effective means of meeting the needs of medically-vulnerable homeless residents. Collectively, our permanent clinic locations and mobile outreach efforts make up a system of care, providing comprehensive services to many different people, not only homeless.

MISC. COM. 484

Fukunaga, March 6, 2013

Waikiki Health Center relies on a mix of funding sources including state, federal, patient revenue, foundations, and individual donors. Although we are a Federally Qualified Health Center (FQHC), federal funding only accounts for approximately 10% of our operating revenue. Third-party billing patient revenue is our largest source of funds, and requires a patient base with a mix of insurance types (private insurance, Quest, uninsured, etc). Our financial sustainability depends on our ability to serve a variety of patients – insured and uninsured, homeless and non-homeless.

In 2012, we provided assistance in obtaining medical insurance, substance abuse counseling, behavioral health interventions, medical services, and emergency shelter to more than 4,000 homeless individuals. Detailed homeless services information you requested is enclosed. Please note, Waikiki Health Center subcontracts federal healthcare for the homeless funding to Waianae Coast Comprehensive Health Center and Community Clinic of Maui.

Regarding City & County "Housing First" funding, Waikiki Health Center was not awarded funds. Although we did submit a proposal, we withdrew during early planning and negotiations with the City. The project lacked operating funds; and, as an FQHC, our primary mission to provide medical and social services differed from that of a transitional housing facility. The financial risk, particularly because it was outside our core mission, was more than we were able to accept.

At this time, we cannot estimate the necessary funding support for operating a transitional housing facility. The size, condition, and location of the facility; number of units and residents; range of client needs and severity of disabilities/conditions; and regulations pertaining to this type of facility, are all significant factors in estimating operating costs. If more information about the proposed facility can be determined, we can estimate the necessary funding support.

Due to our current financial position, federal budget concerns, and new clinic site expansion efforts, we have to proceed cautiously with any new ventures. In order to even consider opening a new transitional housing facility, we would require a solid commitment to provide necessary startup costs and at least 10 years of operating costs. If this seems reasonable, we welcome further discussion.

Again, thank you and other members of the City Council for the opportunity to provide comment on these matters. We're hopeful that, with the collaboration of stakeholders among government, the business community, and non-profit services agencies, solutions can be identified and implemented.

Respectfully,



Sheila Beckham, RD, MPH
CEO



Marc Gannon, LSW, MBA
Chief of Community Health Services

Enclosures Waikiki Health Center informational brochure
2012 homeless services data

Waikiki Health Center
2012 Homeless Services – unduplicated number of individual clients

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	TOTAL
Total number of homeless individuals seen	370	3469	278	231	137	140	4625
Substance abuse counseling	9	292			9	10	320
Behavioral health interventions	25	543	11	7	17	3	606
Medical services	103	1657	44	29	114	15	1962
Emergency shelter	454						454

The data above reflects the number of individuals (unduplicated) seen, not number of encounters. The number of encounters was significantly higher. The services breakout by region is estimated. Some individuals were seen in multiple regions but counted only once (where most frequently encountered).

Region 1: Downtown Honolulu –Airport to Piikoi Street

Region 2: East Honolulu – Piikoi Street to Kaupo Beach Park

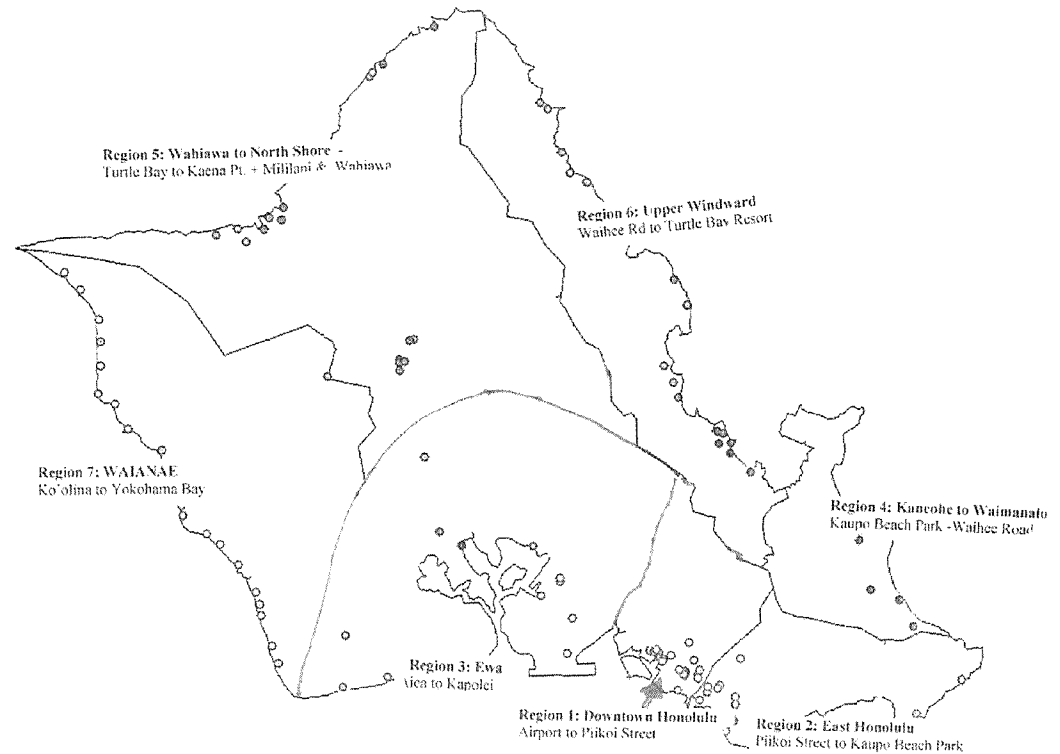
Region 3: Central – Aiea to Kapolei

Region 4: Lower Windward- Kaupo Beach Park to Kaneohe (Waihee Rd.

Region 5: North Shore - Turtle Bay to Kaena Pt. plus Mililani & Wahiawa

Region 6: Upper Windward -Waihee Rd to Turtle Bay Resort

Region 7: WAIANAE – Ko’olina to Yokohama Bay



Care for Everyone

Waikiki Health Center is a non-profit community health center providing quality medical and social services to everyone, regardless of ability to pay.

With a compassionate, patient-centered approach, Waikiki Health Center is a "health care home" to thousands of island residents.

Primary medical care and social services are provided across Oahu through five clinics, a mobile medical clinic, outreach programs and a pharmacy.

Special emphasis is placed on reaching out to those who are uninsured, have low incomes, are experiencing or at-risk for homelessness, or face barriers to accessing care. Uninsured patients are offered eligibility assistance and a sliding fee scale.

The non-profit agency was established in 1967—the first of Hawaii's 14 community health centers.



Contact Information

Ohua Clinic 808.922.4787

277 Ohua Avenue, Waikiki

Mon & Wed: 8:30am-7:00pm

Tue, Thu & Fri: 8:30am-6:30pm

Sat: 8:30am-12:30pm

Pharmacy 808.791.9310

Mon-Fri: 9:00am-5:00pm

North Shore Clinic 808.284.5212

66-090 Kamehameha Highway,
Haleiwa

Tue & Thu: 8:30am-3:30pm

PATH Clinic 808.791.9390

845 22nd Avenue, Kaimuki

Care-A-Van 808.922.4790

3020 Waiālae Avenue, Kaimuki

Mon-Thu: 8:30am-4:00pm

Fri: 8:30am-3:00pm

Sat: 9:30am-12:30pm

Youth Outreach (YO) 808.942.5858

415 Keoniana Street, Waikiki

Mon, Tue & Thu: 3:00pm-6:00pm

Next Step Project 808.791.9385

Pier One, Kaka'ako

Emergency homeless shelter and services
for families, couples and individuals

Friendly Neighbors 808.926.8032



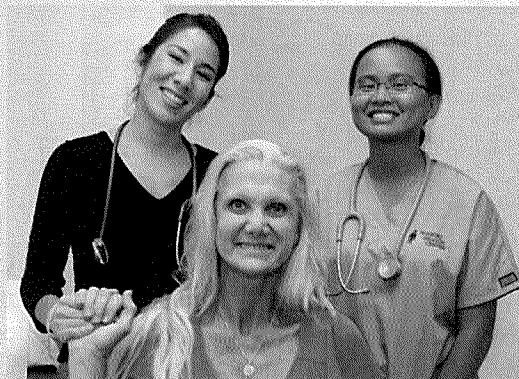
WAIKIKI HEALTH CENTER

Compassionate Healing. Expert Care.

www.waikikihc.org

Medical & Social Services for Everyone

Compassionate Healing.
Expert Care.



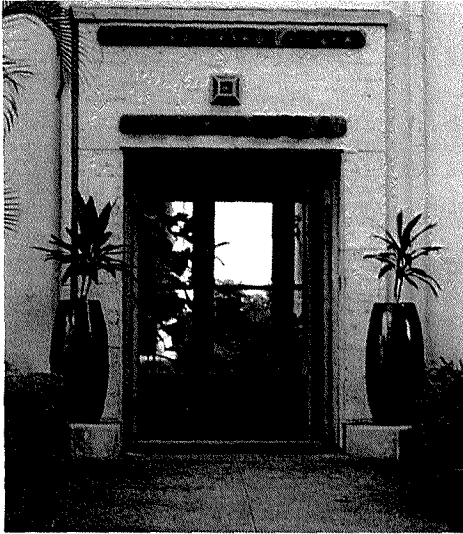
Waikiki Health Center

277 Ohua Avenue
Honolulu, HI 96815

808.922.4787

www.waikikihc.org

Ohua Clinic



Located in the heart of Waikiki, the Ohua Clinic is Waikiki Health Center's busiest site. Primary medical care and social services are provided in newly renovated exam rooms. The Ohua Clinic has free parking for patients, a minor surgical procedures room and an on-site pharmacy.

Services include:

- » Preventive and acute care
- » Behavioral health services
- » Chronic disease management
- » Family planning
- » Traditional Hawaiian healing
- » Comprehensive HIV/AIDS services
- » Specialized Hepatitis C services
- » Tobacco cessation treatment
- » Nutrition counseling

Waikiki Health Center Pharmacy

- » Located in the Ohua Clinic
- » Open to the public
- » Prescriptions filled
- » Over-the-counter medications sold
- » Member of the Good Neighbor Pharmacy Provider Network

Specialized Medical Services

North Shore Clinic

Services are provided in Haleiwa at Ho'ola Like (Healers Together), the North Shore satellite clinic. Traditional Hawaiian healing is an integral part of the clinic's primary medical services.

Traditional Hawaiian healing includes:

- » Lomilomi
- » Ho'oponopono
- » La'au Lapa'au

Healthcare for the Homeless

Through our Care-A-Van and Youth Outreach programs, additional services are provided for patients experiencing or at-risk for homelessness.

Services include:

- » Primary medical care
- » Food, clothing and hygiene distribution
- » Substance abuse counseling and referrals
- » Housing and job assistance
- » Mail and message services

Care-A-Van Program

Care-A-Van provides services at a drop-in center in Kaimuki and across Oahu using medically-equipped vans and a mobile medical clinic.

Outreach Assisting Seniors



PATH Clinic

At the PATH Clinic, services are provided in a comfortable, home-like setting.

Services include:

- » Primary medical care
- » Women's health
- » Pediatric care
- » Prenatal and postpartum care
- » Mental health and addiction counseling



Youth Outreach Program (YO)

Homeless youths, 14-21 years old, receive services in a safe, non-judgmental environment at the YO Teen Clinic in Waikiki. YO also offers hot meals, showers, laundry facilities, GED prep classes, and additional support.

The Friendly Neighbors Program recruits, trains, and coordinates volunteers to help Waikiki seniors continue leading independent, fulfilled lives in their own homes. Services are free and include basic tasks, such as:

- » Light household chores
- » Picking up groceries or prescriptions
- » Friendly calls, visits, and more!